

Example FAQ's

How long will my order take to arrive?

[here you need to state the longest time the order is likely to take. You may have more than one supplier, but always cover yourself. For example:

To serve you better and get the best prices, your order may be shipped from one of our International suppliers. Therefore please allow 7-20 business days for your parcel/s to arrive.]

Can I track my order?

[if you are not able to provide order tracking, do not use this question! Most suppliers have a way for you to track the drop ship orders, but you may not be able to provide this to the customer automatically. Therefore you could say something like:

Yes, if you need to track your order, simply send us a message and we will send you a tracking number.]

What if I want to return an item?

[your answer here will depend on your returns policy. See the lecture about Returns]

How can I get in touch if I have a problem with my order?

[here you can give them the link to your Get Help page and/or direct them to online chat if you have it]

How can I pay for my order?

[here you can list your accepted payment methods, eg, credit card, debit card, paypal, etc]

Will my order arrive all in one parcel?

[because you are drop shipping, often the customer will receive their order in more than one parcel and on different days, so here you can explain this]

How can I stay in the loop about special offers and deals?

[here you can invite them to join your email list and/or like your FB page]